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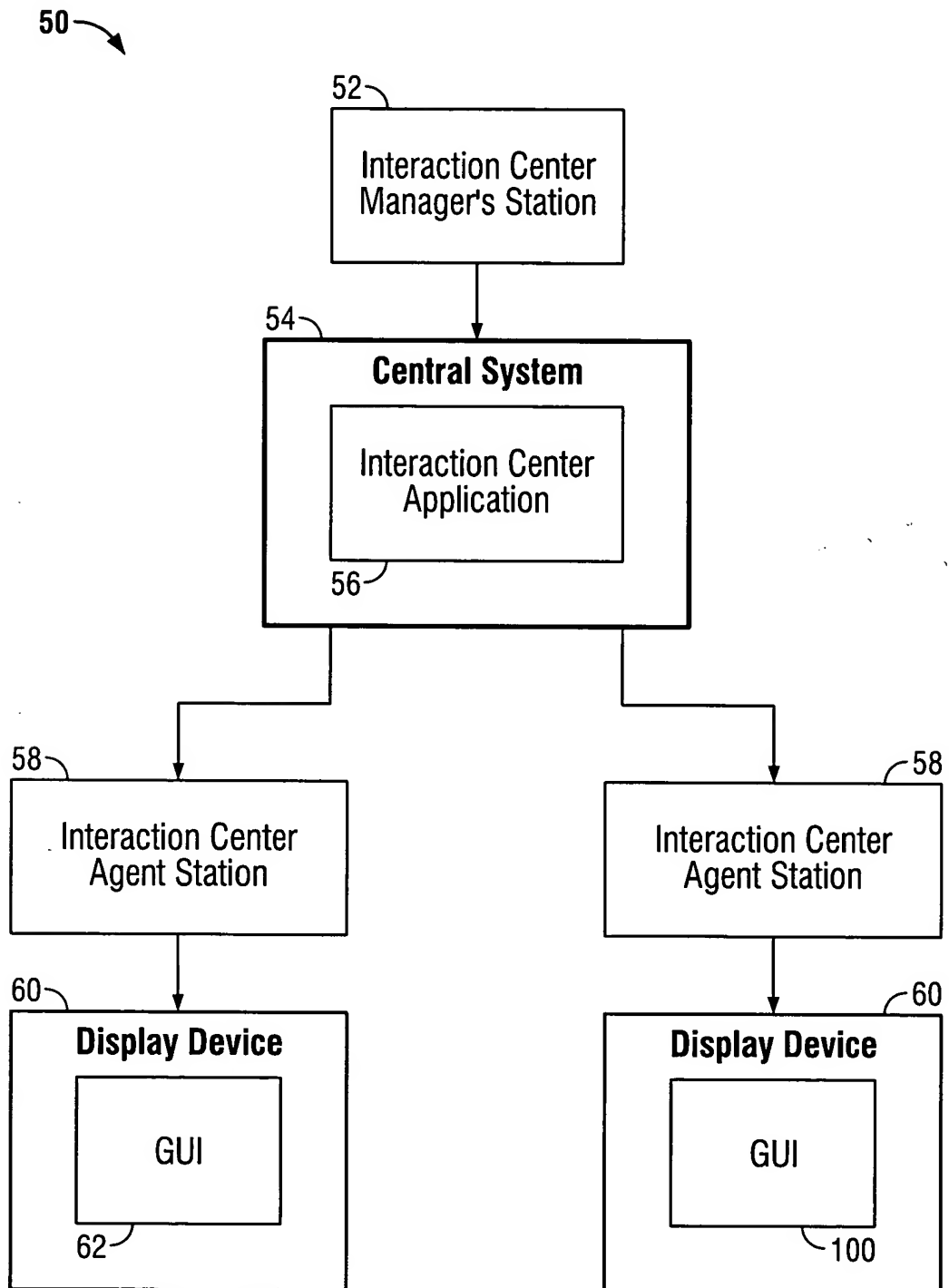


FIG. 1

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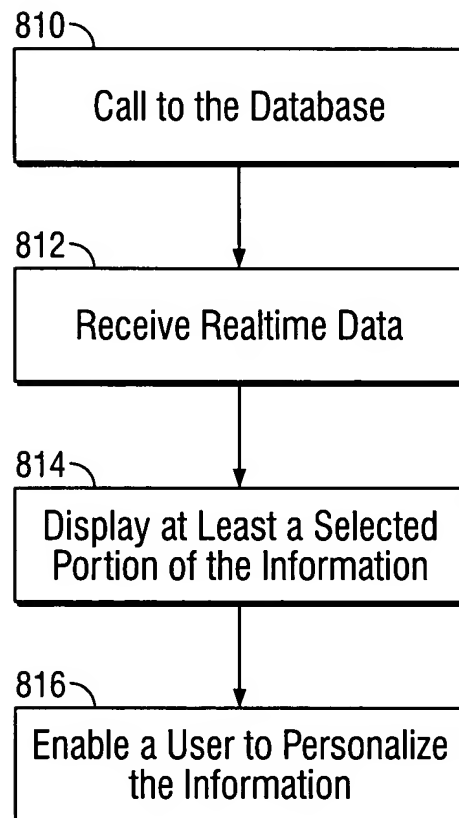


FIG. 2

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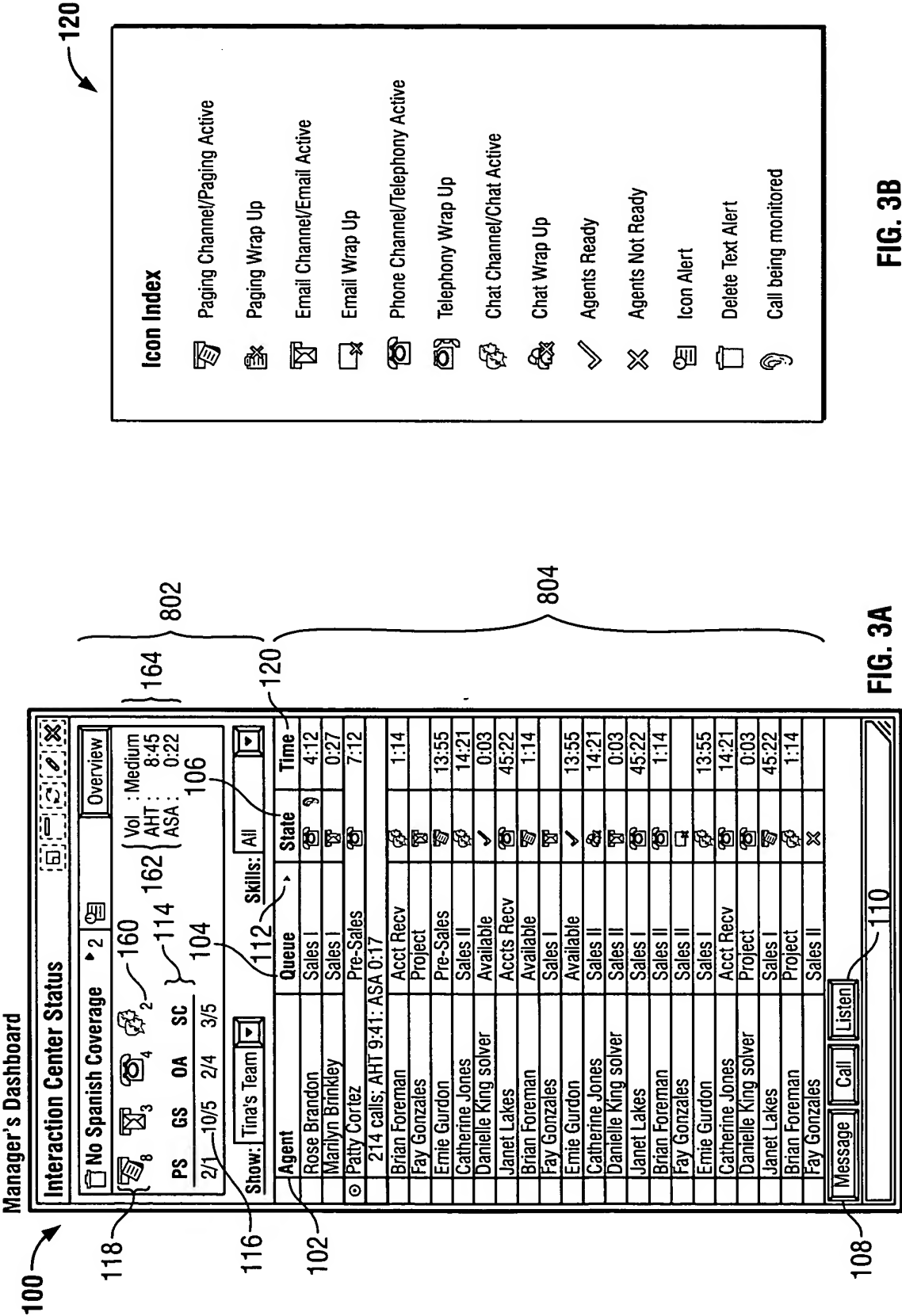


FIG. 3B

FIG. 3A

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130

Manager's Dashboard

Interaction Center Status

No Spanish Coverage 2

Overview

8

3

4

2

Vol : Medium

AHT : 8:45

ASA : 0:22

PS GS OA SC

2/1 10/5 2/4 3/5

Show: Tina's Team

Skills: All

Agent	Schedule	State	Time
Rose Brandon			4:12
Marilyn Brinkley			0:27
Patty Cortez			7:12
214 calls; AHT 9:41; ASA 0:17			
Brian Foreman			1:14
Fay Gonzales			
Emie Gurdon			13:55
Catherine Jones			14:21
Danielle King solver			0:03
Janet Lakes			45:22
Brian Foreman			1:14
Fay Gonzales			
Emie Gurdon			13:55
Catherine Jones			14:21
Danielle King solver			0:03
Janet Lakes			45:22
Brian Foreman			1:14
Fay Gonzales			
Emie Gurdon			13:55
Catherine Jones			14:21
Danielle King solver			0:03
Janet Lakes			45:22
Brian Foreman			1:14
Fay Gonzales			

Message

Call

Listen

FIG. 4

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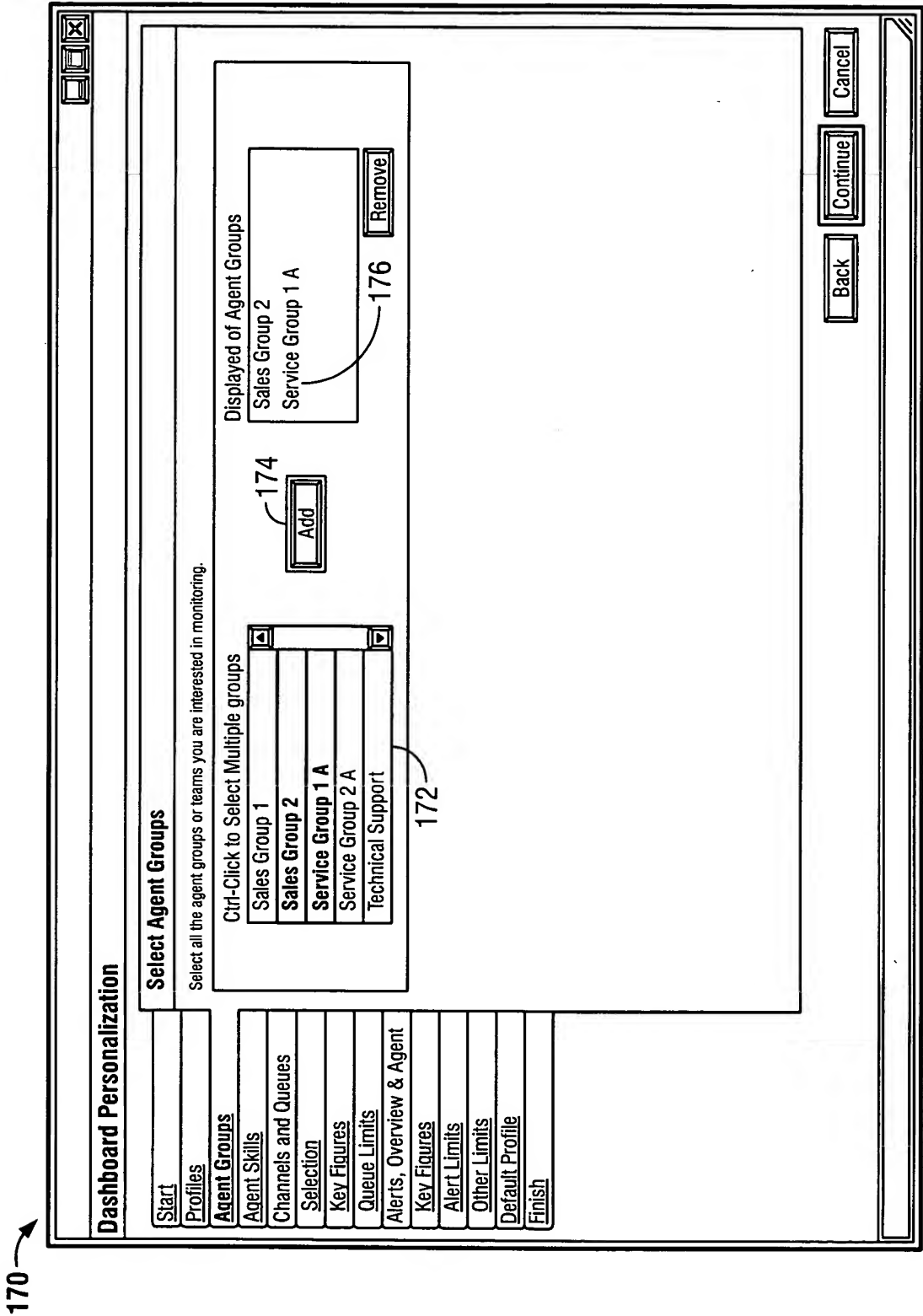


FIG. 6

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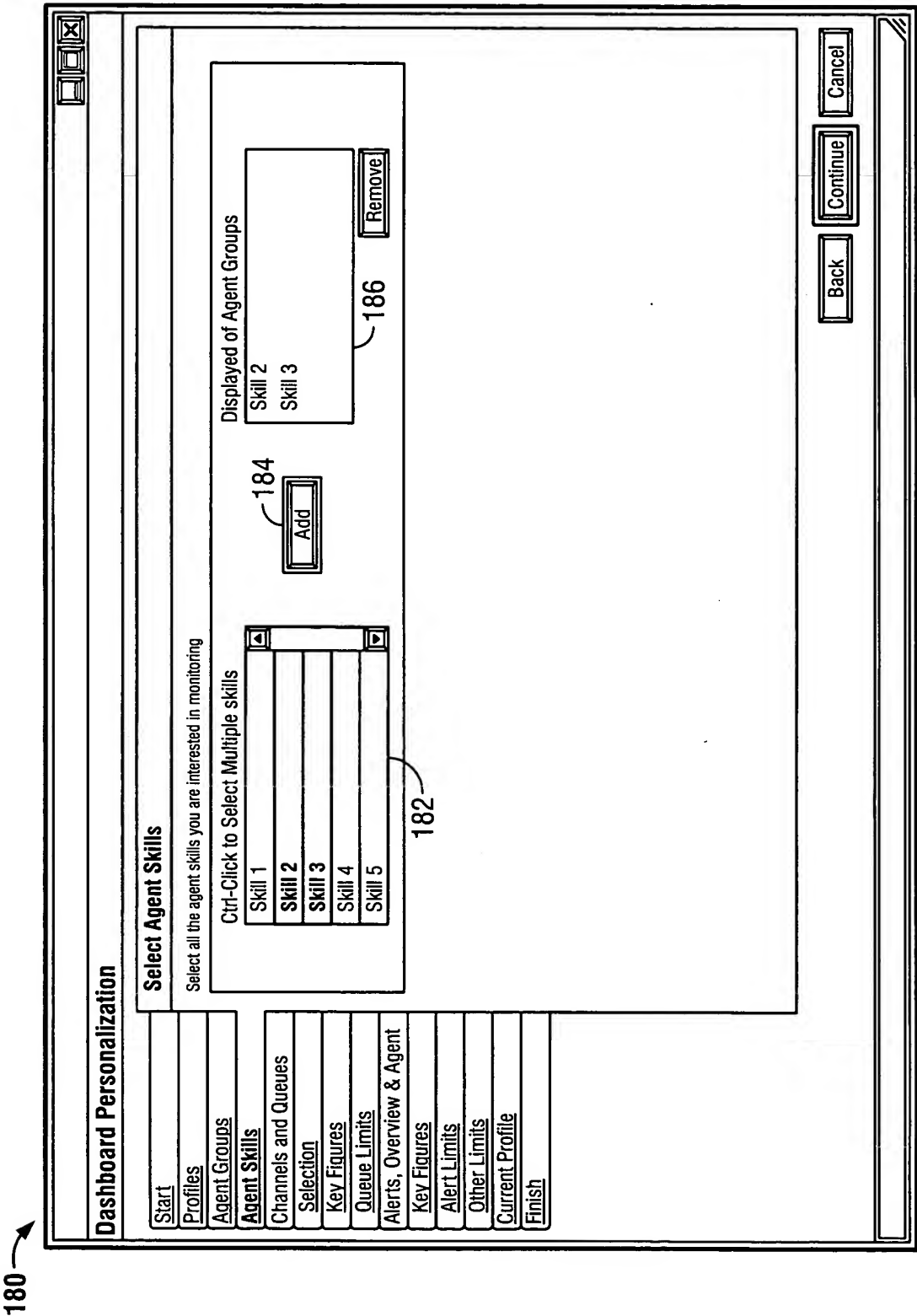


FIG. 7

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360

364

Interaction Center Status

No Spanish Coverage 2

Overview

8

3

4

2

2

Vol : Medium

AHT : 8:45

ASA : 0:22

PS	GS	OA	SC	SR	TR
2/1	10/5	2/4	3/5	7/5	2/4

Show: Tina's Team

362

Message

Call

Listen

Agent	Skills	Schedule	State	Time
Rose Brandon	F,1			4:12
Marilyn Brinkley	1			0:27
Patty Cortez	0,1			7:12
214 calls; AHT 9:41; ASA 0:17				
Brian Foreman	1,2,A			1:14
Fay Gonzales	0,1,2			
Emie Gurdon	0,1			13:55
Catherine Jones	2,A			14:21
Danielle King solver	1,2			0:03
Janet Lakes	2,A			45:22
Brian Foreman	1,2			1:14
Fay Gonzales	2,A			
Emie Gurdon	1,2			13:55
Catherine Jones	2,A			14:21
Danielle King solver	1,A			0:03
Janet Lakes	A,2			45:22
Brian Foreman	0,1			1:14
Fay Gonzales	1,A			
Emie Gurdon	2,A			13:55
Catherine Jones	0,A			14:21
Danielle King solver	1			0:03
Janet Lakes	2,A,1			45:22
Brian Foreman	0,A			1:14
Fay Gonzales	2			

FIG. 8

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200

Dashboard Personalization

Start

Profiles

Agent Groups

Agent Skills

Channels and Queues

Selection

Key Figures

Queue Limits

Alerts, Overview & Agent

Key Figures

Alert Limits

Other Limits

Default Profile

Finish

Select Channels and Queues

Select the channels and queues in the order you want to display.

Channels202

Ctrl-Click to Select Multiple Channels

Telephone
E-mail
Chat
Voice Over IP
Fax

206

Add

Display Order of Channels

	Telephone
	E-mail

210

Remove

Queues204

Ctrl-Click to Select Multiple Queues

Platinum Sales
Gold Sales
Silver Sales
Premium Customer
Technical Service
Service Technician
Sales Confirmation
Service Confirmation
New Order Activation

208

Add

Display Queue Numbers (maximum 5)

Platinum Sales
Gold Sales
New Order Activation
Sales Confirmation
Service Confirmation
Technical Service
Premium Customer
Service Technician

212

Remove

Back

Continue

Cancel

FIG. 9

10/16

220

Dashboard Personalization

Start

Profiles

Agent Groups

Channels and Queues

Selection

Key Figures

Queue Limits

Alerts, Overview & Agent

Key Figures

Alert Limits

Other Limits

Default Profile

Finish

Select Key Figures for Channels and Queues

Select the key figures you want to monitor for channels and queues.

Channels

Available Channel Key Figures222

Active agents

Total Volume

Contacts Answered

Average Speed of Answer

224

Add

Channel Key figures (maximum 1)226

Active Agents

Remove

Queues

Ctrl-Click to Select Multiple queues

Cust. Waiting

Cust. Online

Total Volume

230

Add

Queue Key figures (maximum 2)

Cust. Waiting

Cust. Online

232

Remove

Back

Continue

Cancel

FIG. 10

11/16

250

Dashboard Personalization

Start

Profiles

Agent Groups

Channels and Queues

Selection

Key Figures

Queue Limits

Alerts, Overview & Agent

Key Figures

Alert Limits

Other Limits

Default Profile

Finish

Set Queue Limits

Set thresholds and enter abbreviation for each queue.

Queues	252	254	256	258
Queues	Abbreviation	Key Figures	Limit	
Platinum Sales	PS	Cust. Waiting	> 2	
Gold Sales	GS	Cust. Online	< 1	
New Order Activation	OA	Cust. Waiting	> 10	
Sales Confirmation	SC	Cust. Online	< 2	
Service Confirmation	SR	Cust. Waiting	> 17	
Technical Service	TS	Cust. Online	< 2	
Premium Customer	PC	Cust. Waiting	> 17	
Service Technician	ST	Cust. Online	< 2	

Back

Continue

Cancel

FIG. 11A

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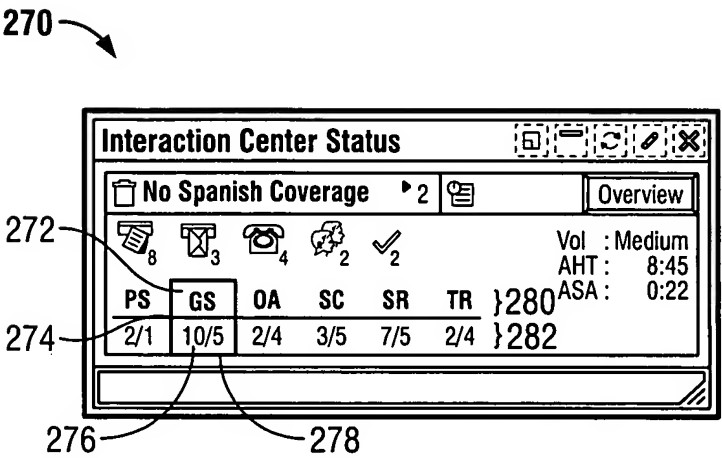


FIG.11B

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Dashboard Personalization

Start

Profiles

Agent Groups

Agent Skills

Channels and Queues

Selection

Key Figures

Queue Limits

Alerts, Overview & Agent

Key Figures

Alert Limits

Other Limits

Default Profile

Finish

Select Key Figures for Alerts, Overview and Agent

Select the key figures you want to monitor for alerts, at overview level and agent level

Alerts & Overview Key Figures

Ctrl-Click to Select Multiple Statistics

ServiceLevel

AvgSpeedOfAnswer

AbandonmentRates

Occupancy

AvgHandlingTime

AvgTalkTime

AvgResponseTime

AvgAfterCallWorkTime

CallsPerHour

CallsPerDay

TotalsByChannel

TotalsByState

292

Add

Alerts (unlimited)

Remove

Overview Key figures (maximum 3)

AvgSpeedOfAnswer

AvgHandlingTime

CallsPerHour

Remove

298

296

Add

Agent Key Figures

Ctrl-Click to Select Multiple statistics

AgentsActiveOnPhone

AgentsActiveOnMail

AgentsActiveOnChat

AgentsActiveOnWF

WaitingPhoneCalls

300

Add

Agent Level Key figures (maximum 3)

Remove

302

Back

Continue

Cancel

FIG. 12

14/16

320

Dashboard Personalization

Start

Profiles

Agent Groups

Agent Skills

Channels and Queues

Selection

Key Figures

Queue Limits

Alerts, Overview & Agent

Key Figures

Alert Limits

Other Limits

Default Profile

Finish

Set Other Limits

Enter abbreviations and set thresholds for each of the overview-level key figures and agent-level key figures you selected. When a limit you have defined here is crossed, the key figure abbreviation and its value turn red on the dashboard.

322

Overview Key Figures	Statistics	Limit	328	Abbreviation	332
CallsPerHour		>	17	Vol	
AvgHandlingTime		<	17	AHT	
AvgSpeedofAnswer		>	17	AST	

324

Agent Level Key Figures	Statistics	Limit	330	Abbreviation	334
CallsPerHour		>	17	Calls	
AvgHandlingTime		<	17	AHT	
AvgSpeedofAnswer		>	17	AST	

Back

Continue

Cancel

FIG. 13

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370

Dashboard Personalization

Start

Profiles

Agent Groups

Agent Skills 378

Channels and Queues

Selection 398C

Key Figures

Queue Limits

Alerts, Overview & Agent

Key Figures 374

Alert Limits 380

Other Limits 398b

Default Profile

Finish

Set Alert Limits

Define a priority, set a threshold and enter a message for each alert. For icon alerts, choose an appropriate icon.

Dialog Alerts (High priority) 384

Statistics 400C

Limit > 17

Message 390

Calls/hr very high

Calls/day drop very low

Totals/ch very low

Text Alerts (Medium priority) 386

Statistics 400b

Limit > 10

Message 392

Calls/hr increase

Calls/day below normal

Totals/ch increase

Icon Alerts (Low priority) 388

Statistics 400a

Limit < 3

Icon and Message 396

Calls/hr very low

Calls/day below average

Totals/ch normal

Back

Continue

Cancel

FIG. 14

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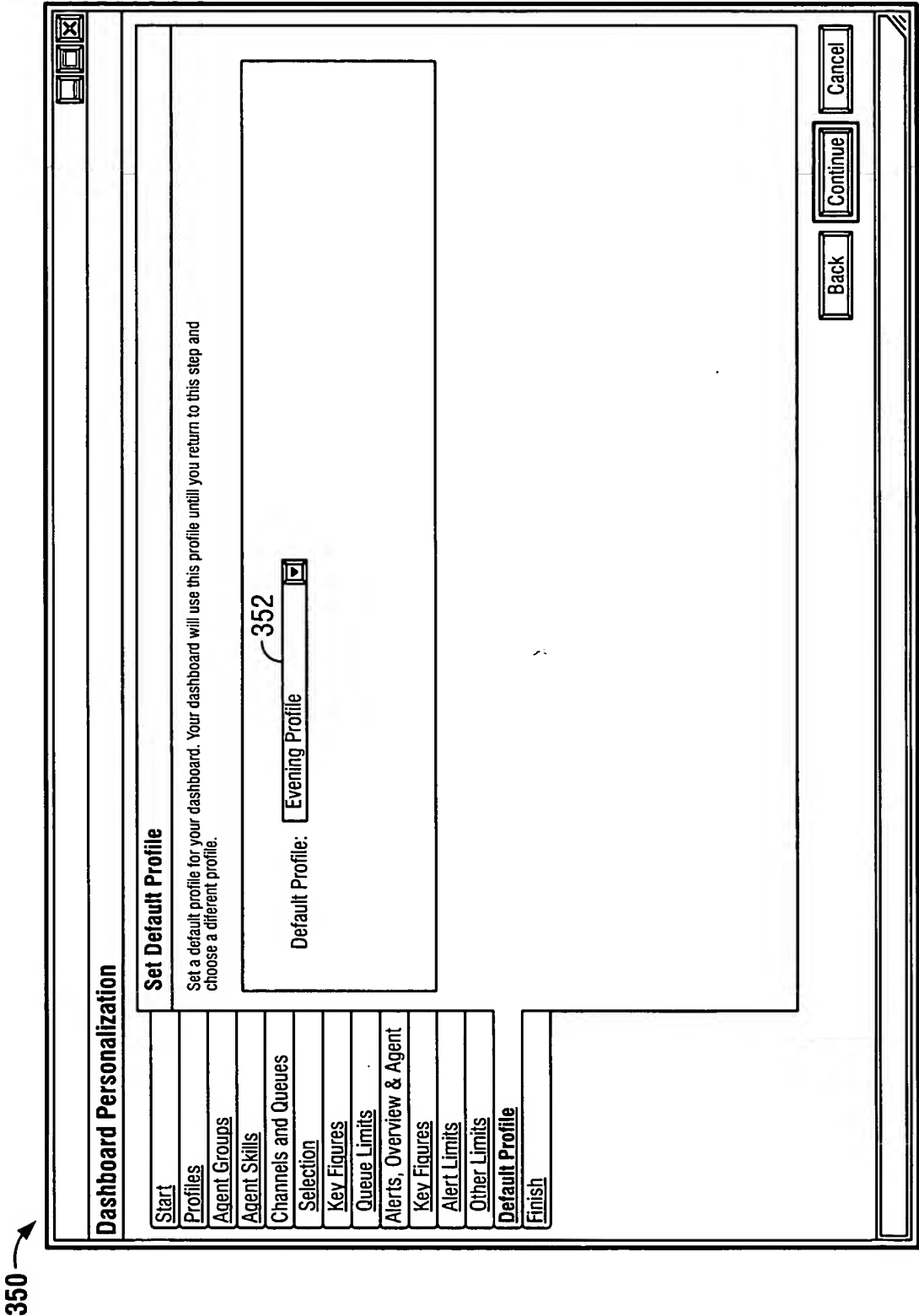


FIG. 15